

Job Description  
*Missouri State Highway Patrol*

Class Title: Clerk-Typist III – HRD/Switchboard

Title Code: V00033

Effective Date: 02/21/96

Date Reviewed: 8/26/05

Date Revised: 8/31/05

**Immediate Supervisor:** Administrative Services Coordinator or as assigned.

**Position Supervised:** None

**FLSA Classification:** Non-exempt

**Working Hours:** An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This position is responsible for the efficient operation of the general headquarters switchboard. Work requires alertness and accuracy in answering and transferring calls. Work includes general receptionist work and performing routine clerical tasks. The employee is expected to exercise discretion in handling sensitive and confidential information. The employee will also train relief operators. The employee in this position works under general supervision and refers nontechnical problems to a supervisor. Independent judgment is expected in the performance of routine duties.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks, which may be found in positions of this class.)

Acts as receptionist, determines nature of business, instructs individuals to proper division or notifies appropriate division of visitors, and gives routine information; answers incoming calls and transfers caller to person or division requested; answers routine, nontechnical questions and refers other inquiries to proper person, division, or agency; takes messages for employees on a limited basis.

Maintains security for the general headquarters building by monitoring all who enter and leave the building via the main lobby and notifies supervisor of security concerns; issues visitor passes and maintains visitor log; opens main level rear entry door for employees who are temporarily without proximity cards and/or identification.

Reports service difficulties with telephone console and computer system to appropriate division.

Assigns survey and zone codes; enters submitted employee information into Microsoft Word, Microsoft Excel, Lotus Notes, and SAM II systems; assigns and unassigns badge numbers for members and uniform-civilians; receives and distributes birthday list for general headquarters; proofreads and edits various correspondence and other paperwork for accuracy and completeness.

Verifies print-out of all department employees, then creates and edits print-out utilized for publication of the Patrol's Personnel Directory; disseminates the Personnel Directory to all troops and divisions; maintains on-line roster of all departmental employees and retirees.

Orders office supplies and recycles toner cartridges.

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Runs credit checks as assigned.

Maintains library of telephone directories; distributes State of Missouri and local telephone directories throughout general headquarters.

Operates standard office equipment, e.g., telephone switchboard, computer, copy machine, facsimile machine, etc.).

Performs routine clerical work such as typing, filing, data entry, etc.; maintains various clerical records and files.

Maintains supply of informative brochures for display in the general headquarters lobby.

Trains switchboard relief.

Performs other related duties as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the names and location of department personnel and functions.

Knowledge of the operation of a moderate sized switchboard.

Knowledge of business English and spelling.

Knowledge of modern office practices, procedures, and equipment.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to locate sources of information in order to respond to a variety of inquiries.

Ability to operate basic computer equipment and software as detailed in the description of duties to include Microsoft Word & Excel, Lotus Notes and SAM II systems.

Ability to remember accurately the names and locations of department personnel and to understand essential departmental operations.

Ability to differentiate confidential information from information that may be communicated.

Ability to answer calls or questions at a reception desk with a well-modulated and pleasant voice and to use proper grammar.

Ability to maintain clerical records and files.

Ability to exercise diplomacy and patience in dealing with individuals.

Ability to deal with individuals from a variety of ethnic and educational backgrounds.

Ability to exercise judgment and discretion.

Ability to represent the department with a courteous, helpful, and business-like attitude in all telephone

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and personal contacts.

Ability to work independently with general supervision.

Ability to proofread and edit correspondence, documents, reports, and computer entries.

Ability to notify appropriate personnel in case of emergencies.

Ability to establish and maintain harmonious working relations with others.

Possess the skill to type at least 40 words per minute with ten (10) errors or less.

Ability to work with materials that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

### MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED.

Possess at least two years experience as a Clerk Typist II or comparable experience.